

STAR ONLINE PUBLICATION

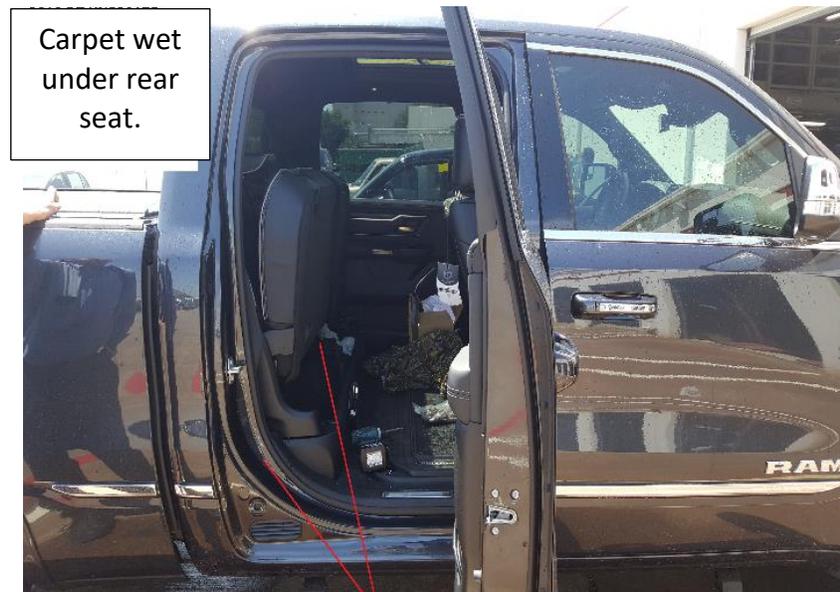
Case Number: S1823000029 Rev D

Release Date: 04/01/2021

Symptom/Vehicle Issue: Water Leak Carpet Wet At Front And Or Rear Seats

Discussion: Cabin carpet wet, mostly under the rear seat at the cabin rear wall or A pillar on vehicles equipped with a sunroof.

Sunroof drain tubes, connections and grommets should be inspected for kinks, and proper attachment for all 4 tubes.

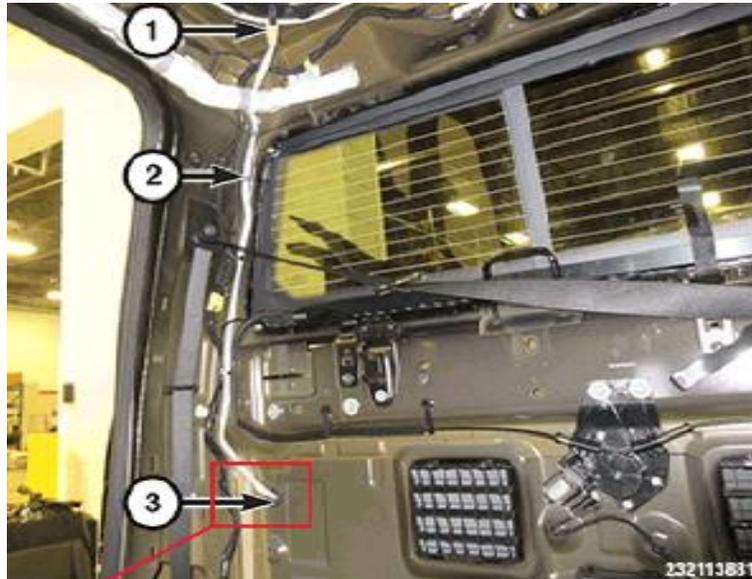


Inspection area for water entry rear cabin wall.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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Rear Cabin Wall Drain Tube Grommet Not Flush To Wall, Secure To Complete

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*SUNROOF REAR DRAIN GROMMETS NOT INSTALLED IN BODY,
WATER LEAK INTO CAB*



GROMMETS IN POSITION, WATER LEAK ELIMINATED

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